



# MICHAEL ANDERSON

## IT Support Engineer

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### SUMMARY

Dynamic IT Support Engineer with over 5 years of experience in delivering top-notch technical support and solutions in fast-paced environments. Skilled in troubleshooting hardware and software issues, providing timely resolutions, and ensuring minimal downtime for users. Proven ability to communicate complex technical concepts to non-technical users, enhancing user satisfaction and operational efficiency.

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### WORK EXPERIENCE

#### IT Support Engineer Tech Solutions Inc.

Jan 2023 - Present

- Provided technical support to over 300 end-users, resolving issues in hardware and software efficiently.
- Implemented a ticketing system that improved response times by 40%.
- Conducted regular system maintenance and updates, leading to a 20% reduction in downtime.
- Collaborated with the network team to troubleshoot connectivity issues, enhancing network reliability.
- Trained new staff on IT protocols and systems, improving team knowledge and efficiency.
- Assisted in the migration to a new cloud-based platform, ensuring a smooth transition with minimal disruption.

#### Help Desk Technician XYZ Corp.

Jan 2020 - Dec 2022

- Managed incoming support requests via phone, email, and in-person, achieving a 95% customer satisfaction rating.
  - Utilized remote desktop tools to troubleshoot and resolve user issues quickly, reducing average resolution time by 30%.
  - Documented support processes and created user guides to streamline future support requests.
  - Participated in system upgrades and software rollouts, ensuring user training and support were provided.
  - Assisted with inventory management of IT assets, improving tracking and accountability.
  - Supported cross-functional teams with IT-related projects, enhancing overall project outcomes.
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### EDUCATION

#### Bachelor of Science in Information Technology, University of Technology, 2016

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Technical Support, Troubleshooting, Network Administration, Customer Service, System Maintenance, Documentation
- **Awards/Activities:** Recognized as Employee of the Month twice for exceptional service and commitment to user satisfaction.
- **Awards/Activities:** Achieved a 100% resolution rate for critical support tickets over a six-month period.
- **Awards/Activities:** Developed a knowledge base that reduced repetitive inquiries by 25%.
- **Languages:** English, Spanish, French